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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/802,068	03/08/2001	Eliot M. Case	1810 / USW 0615 PUS	5285

22193 7590 11/20/2003

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EXAMINER

KNOWLIN, THJUAN P

ART UNIT	PAPER NUMBER
2642	2

DATE MAILED: 11/20/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

KS

Office Action Summary

Application No.

09/802,068

Applicant(s)

CASE ET AL.

Examiner

Thjuan P Knowlin

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 08 March 2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-18 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-18 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 08 March 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____.
- 4) ☐ Interview Summary (PTO-413) Paper No(s). _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

DETAILED ACTION

Claim Rejections – 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

1. Claims 1-18 are rejected under 35 U.S.C. 102(b) as being anticipated by Lennig et al (US 5,479,488).
2. In regards to claim 1, Lennig discloses a method for directory assistance in response to a call from a caller, the method comprising: receiving the call; determining if the call is a request for directory assistance and, if not, routing the call as dialed; if the call is a request for directory assistance, routing the call to a speech recognizer (automated voice processing & speech recognition system 14A); determining the type of directory assistance requested; if the caller is not requesting business directory assistance, routing the call to a call center operator position 24); if the caller is requesting business directory assistance, automatically determining at least one telephone number satisfying the caller request (Fig. 2, Fig. 3A, Fig. 3B, col. 5 lines 15-38, col. 5 lines 53-61, and col. 7 lines 1-28).
3. In regards to claims 2 and 11, Lennig discloses a method and system for directory assistance, wherein the caller requests business information by business name (col. 7 lines 17-24).

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4. In regards to claims 3 and 12, Lennig discloses a method and system for directory assistance, wherein the caller requests business information by business category (col. 7 lines 11-24).

5. In regards to claims 4 and 13, Lennig discloses a method and system for directory assistance, wherein determining at least one telephone number is based on the location of the caller (col. 5 lines 10-14, col. 6 lines 23-31, and col. 6 lines 51-67).

6. In regards to claims 5 and 14, Lennig discloses the method and system for directory assistance, further comprising: querying the caller for automatic connection; and if the caller requests automatic connection, routing the call to a selected connection number (col. 6 lines 34-48, col. 7 lines 1-21, and col. 7 lines 34-46).

7. In regards to claims 6 and 15, Lennig discloses the method and system for directory assistance, further comprising: determining that the caller is having problems automatically obtaining business directory assistance; and routing the call to a call center (col. 7 lines 25-46).

8. In regards to claims 7 and 16, Lennig discloses the method and system for directory assistance, further comprising supplying the call center with information about the caller activity (col. 7 lines 29-33).

9. In regards to claims 8 and 17, Lennig discloses the method and system for directory assistance, wherein determining if the call is a request for directory assistance is based on a dialing pattern entered by the caller (col. 5 lines 5-14, col. 5 lines 21-38, and col. 5-6 lines 62-17).

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10. In regards to claims 9 and 18, Lennig discloses the method and system for directory assistance, wherein a call for directory assistance is routed to a speech recognizer to determine the type of assistance requested and, if the request is for business information, automatically retrieving requested business directory assistance information, otherwise routing the call to a call center (col. 7 lines 17-28 and col. 7 lines 34-46).

11. In regards to claim 10, Lennig discloses a system for directory assistance comprising: at least one switch (Switch/ACD 1) for routing incoming calls, the switch determining if an incoming call is a request for directory assistance; a database holding business directory information (local database 16); at least one call center (operator position 24); and a speech recognizer (automated voice processing & speech recognition system 14A) in communication with the at least one switch, the database and the at least one call center (Fig. 1, Fig. 2, Fig. 3A, Fig. 3B, and col. 5 lines 5-29), the speech recognizer determining if the request for directory assistance is for business information and, if so, accessing the database to satisfy the request, otherwise routing the call to the call center (col. 7 lines 17-28 and col. 7 lines 34-46).

Conclusion

12. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Stuart et al (US 6,243,684) teach a directory assistance system and method utilizing a speech recognition system and a live operator.


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13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P Knowlin whose telephone number is (703) 308-1727. The examiner can normally be reached on Mon-Fri 8:00-4:30pm.

14. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (703)305-4731. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306.

15. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 306-0377.

Thjuan P. Knowlin
November 03, 2003


AHMAD F. MATAR
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2700